

POLICE COMMUNICATIONS OFFICER I

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class comprises entry level communications work involving monitoring and operating the police radio system and related emergency communication equipment. Police Communications Officers I have the responsibility of maintaining the location of officers on duty, dispatching units in accordance with established policies and procedures, and providing requested information or assistance to duty officers. Employees of this class operate computer terminals to obtain information regarding offenders and vehicles as requested by officers, and to prepare and maintain records and reports of service calls and complaints. Police Communications Officers I receive specific instructions for most duties, but have authority to work independently in certain designated areas. Employees of this class report to and have work reviewed by the Assistant Police Chief. This class ranks directly below that of Police Communications Officer II.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Answers emergency and non-emergency telephones for the police department, taking appropriate action as designated by department policy. Keeps track of the location and status of emergency units at all times. Keeps track of time and mileage on patrol units. Takes requests from units and provides assistance following departmental procedures. Monitors burglar alarm systems and follows established procedures when such alarms are received. Operates office paging or intercom system to relay messages and information to department personnel.

Receives complaints over the telephone or from other sources. Takes caller information, such as name, address, nature of problem, and any other information required by departmental procedures. Enters all complaints and related information into computer by use of computer keyboard, using appropriate codes and signals. Communicates with hearing impaired callers utilizing telecommunications devices and software for the hearing impaired.

Operates teletype and computer keyboard and uses designed teletype and computer codes to send or receive messages concerning drivers licenses, runaways, criminal records, or related matters from NCIC or other law enforcement agencies. Listens to other radio frequencies such as sheriff's department, state police, fire department, or others to keep track of activity in the area and to

take appropriate action when necessary. Notifies special units of agencies designated by departmental procedures in special or emergency situations.

Assist in compiling and analyzing data needed for reports in the communications division. Keeps records and writes reports concerning division operations. Personally completes forms and records required. Retrieves information from records for any persons authorized to request such information.

Performs any related duties as assigned.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the test.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.